



## Problem Resolution Report



COSD Contract no. 537863

IPSEC Tunnels RU

HP/CoSD-81

**Date:** February 10, 2012

### **Summary:**

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 ("the Agreement") by and between the County of San Diego ("County") and HP Enterprise Services, LLC ("HP" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

### **Issue or Problem:**

The existing Third Party Access Resource Unit has been overtaken by technological change. The original Resource Units supported circuit based connectivity only. New technologies that provide more connectivity options at lower prices than traditional circuit based solutions are now available, and the Parties now wish to add such technologies to the Agreement.

### **Resolution:**

1. Section 5.9 of Schedule 4.3, shall be amended to include a new method of providing IPSEC services as shown in Attachment 1 to this PRR.
2. Exhibits 16.1-1 and 16.1-2 are amended to add pricing for the additional Third Party Access- IPSEC Resource Units as shown on Attachments 2 and 3 to this PRR.
3. The new structure will be modified to included two Resource Units for the following access design options:
  - IPSEC Tunnel
    - IPSEC Tunnel RU -5Mbps
    - IPSEC Tunnel RU -10Mbps
5. Contractor will provide a scalable capability enabling the County to provision a circuit that is tailored for each specific business need.
6. Contractor has already deployed in the County environment a number of Third Party Access-IPSEC connections, as listed in the Attachment 4 to this PRR. These existing IPSEC connections have not been billed to the end user due to the absence of an applicable contractual mechanism. The Parties hereby agree that HP shall retroactively charge for these existing connections, as listed in Attachment 4 to this



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PRR, from December 1, 2010, or from their actual deployment date if deployment occurred after December 1, 2010.

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The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

HP ENTERPRISE SERVICES, LLC

By: Bruce v Petrozza

By: [Signature]

Name: Bruce Petrozza

Name: Max Pinna

Title: Manager

Title: Contracts Manager

Date: 02-14-12

Date: February 10, 2012

Hudson [Signature]

## ATTACHMENT 1 – PRR 81

### 5.9 3<sup>rd</sup> Party Network Access Services

#### 5.9.1 3rd Party Network Access Services Overview

This section pertains to the 3<sup>rd</sup> Party network access Services component within the Network Services Framework. The 3<sup>rd</sup> Party network access Services component applies to security services and network bandwidth needed by an authorized 3<sup>rd</sup> party entity to gain access to the County network. Services provided within this component include, but are not limited to, protection from unauthorized network access, firewall services, intrusion detection and reporting, security monitoring, data protection, network management, network capacity and performance monitoring, and 3<sup>rd</sup> party network to County network connectivity.

#### 5.9.2 3rd Party Network Access Services High Level Requirements

5.9.2.1 Establish and maintain 3<sup>rd</sup> Party network access to County data network

5.9.2.2 Contractor shall refresh 3<sup>rd</sup> Party network assets (as defined in Section 5.9.1 above) on a five-year refresh schedule, 20% per year, unless otherwise agreed by the County in writing, and at a County-approved deployment schedule that will minimize disruption and reduce risk. Refreshes of 3<sup>rd</sup> Party (County) network assets may include upgrades of active/intelligent components that provide significant upgrades in functionality and performance, if approved by the County

#### 5.9.3 3rd Party Network Access Services Environment

##### 5.9.3.1 Scope of the Environment to be Supported

The following further describes the scope of 3<sup>rd</sup> Party network access Services elements to be supported by Contractor and with which Contractor shall comply.

- Security Services

Security Services include all the hardware, software, and services provide to ensure secure and authorized access to the County network and networked assets via private network interconnections into the County network (e.g., for the Sheriff's network, District Attorney's network).

- Network Services

Network Services include all the hardware, software, and services needed by a 3<sup>rd</sup> party to access County network assets. This will be made up of three (3) categories of private network circuit connection from 3<sup>rd</sup> Party to the County and IPSEC Tunnels. The circuit connecting to the County is the responsibility of the 3<sup>rd</sup> Party:

### 1. Private Circuit/Connection

- Category 1 – any circuit or connection less than T1 speed (1.544mbps)
- Category 2 – any circuit or connection equal to T1 speed
- Category 3 – any circuit or connection great than T1 speed

### 2. IPSEC Tunnels

- IPSEC Tunnel -5Mbps
- IPSEC Tunnel – 10Mbps

## 5.9.4 3rd Party Network Access Services — Requirements, Roles & Responsibilities

The following table identifies the requirements, roles and responsibilities associated with Plan, Build and Operate services

3<sup>rd</sup> Party Network Access Services: Plan, Build and Operate Requirements, Roles and Responsibilities.

Plan Requirements, Roles and Responsibilities	Contractor	County
1. Produce and submit recommendations for 3 <sup>rd</sup> Party network access architecture	X	
2. Review and approve recommendations for 3 <sup>rd</sup> Party network access architecture		X
3. Produce and submit plans for monitoring and managing access to the County network from 3 <sup>rd</sup> Parties entities	X	
4. Review and approve plans for monitoring and managing access to the County network from 3 <sup>rd</sup> Parties entities		X
5. Produce and submit recommendations on firewall policies that comply with County policy	X	
6. Review and approve firewall policies		X
7. Produce and submit recommendation of 3 <sup>rd</sup> Party network access Services assets refresh or upgrade plan on a yearly basis	X	
8. Review and approve recommendations on 3 <sup>rd</sup> Party network access Services assets refresh or upgrade plan		X
9. Produce and submit plans for 3 <sup>rd</sup> Party network access Services asset updates or patches	X	
10. Review and approve plans for 3 <sup>rd</sup> Party network access Services asset updates or patches		X

<b>Build Requirements, Roles and Responsibilities</b>	<b>Contractor</b>	<b>County</b>
11. Design, test and implement approved 3 <sup>rd</sup> Party network access architecture	X	
12. Design and implement monitoring and managing access plans as approved	X	
13. Design, test and implement approved firewall policies	X	
14. Design, test, implement and report 3 <sup>rd</sup> Party network access Services assets refresh or upgrade	X	
15. Review and approve reports for 3 <sup>rd</sup> Party network access Services assets refresh or upgrade		X
16. Design, test and implement updates or patches approved for 3 <sup>rd</sup> Party network access Services assets	X	
<b>Operate Requirements, Roles and Responsibilities</b>	<b>Contractor</b>	<b>County</b>
17. Provide support, including break-fix, for all 3 <sup>rd</sup> Party network access Services assets	X	
18. Provide Services in conformance to firewall policies and requirements	X	
19. Support 3 <sup>rd</sup> Party network access Services refresh	X	
20. Manage County network interfaces between the County and 3 <sup>rd</sup> Parties	X	
21. Produce and submit network utilization, capacity and performance reports	X	
22. Provide initial review of security Break-Fix incidents and the determination if escalation, including to County Information Security, is warranted	X	
23. Provide standardized End-User operations and capabilities and also custom reports regardless of the End-User's location and or department	X	
24. Identify and remove from the network any malicious-code (malcode) infected System	X	
25. Identify and provide countermeasures for malcode attacks (i.e., both prevention and remediation)	X	
26. Collect all logs and review all Break-Fixes reported by all other security services (e.g. NIPS, HIPS, penetration testing, and firewall).	X	
27. Maintain log-files in accordance with County policies and MASLs	X	
28. Provide security reporting	X	
29. Provide fraud prevention, detection and reporting	X	

**PRR 81 - Attachment 2**

**3rd Party IPSEC RU's Exhibit 16.1-1**

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakdowns)	Resource Unit Fee (90% to 110% band)	Baseline Volumes (per Contract Year)	(Resource Unit Fee) x (Baseline Volume)	Bundled Resource Unit	Resource Unit Fee (70% to 80% band)	Resource Unit Fee (80% to 90% band)	Resource Unit Fee (110% to 120% band)	Resource Unit Fee (120% to 130% band)	Measurement Methodology (Specific measurement on last day of month or	Depreciation Time Period (in Years)
3rd Party Network Access - IP Sec (5 Mbps)	Network Services - 3rd-Party Network Access Services--Section 5.9	Networks	Fixed monthly fee per unit	Hardware lease/depreciation and maintenance, software amortization, third-party connections, IMARs	\$308.75	120	\$37,050.00	N/A	N/A	N/A	N/A	N/A	Specific	5
3rd Party Network Access - IP Sec (10 Mbps)	Network Services - 3rd-Party Network Access Services--Section 5.9	Networks	Fixed monthly fee per unit	Hardware lease/depreciation and maintenance, software amortization, third-party connections, IMARs	\$490.11	60	\$29,406.60	N/A	N/A	N/A	N/A	N/A	Specific	5

## PRR 81 - Attachment 3

### 3rd Party Access- IPSEC Tunnel 16.1-2

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakouts)	Resource Unit Fee	Component Fee
3rd-Party Network Access- IP Sec - 5 Mbps	Network Services - 3rd Party NetworkAccess Services -Section 5.9		Fixed monthly fee per unit		\$ 308.75	
				Hardware		\$ 80.28
				Hardware maintenance		\$ 43.23
				Software		\$ 42.84
				Software maintenance		\$ 9.25
				IMAR's		\$ 33.95
				Circuits		\$ 99.20
3rd-Party Network Access- IP Sec - 10 Mbps	Network Services - 3rd Party NetworkAccess Services -Section 5.9		Fixed monthly fee per unit		\$ 490.11	
				Hardware		\$ 112.73
				Hardware maintenance		\$ 58.81
				Software		\$ 56.44
				Software maintenance		\$ 14.71
				IMAR's		\$ 49.02
				Circuits		\$ 198.40

## PRR 81 - Attachment 4

### 3rd Party Access - IPSEC True Up

Device	Low Org	Install date	Status	Contact Organization	Location	Resource Unit
Cerner_IPSEC2	45302	Oct-09	Current	HHSA Cerner ANX	5732 Pacific Center Blvd Site 99	3rd Party Access- IPSEC Tunnel-5 Mps
Cerner_IPSEC1	45302	Oct-11	Current	HHSA Cerner	5732 Pacific Center Blvd Site 99	3rd Party Access- IPSEC Tunnel-5 Mbs
GEHealthcare_IPSEC1	45115	Oct-11	Current	HHSA GA Healthcare IDX	5732 Pacific Center Blvd Site 99	3rd Party Access- IPSEC Tunnel-5 Mps
OneEApp_IPSEC1	45045	May-10	Disconnected March 11	HHSA ONE E App	5732 Pacific Center Blvd Site 99	3rd Party Access- IPSEC Tunnel-5 Mbs
EZ ACC	34050	Apr-11	Current	TTC	5732 Pacific Center Blvd Site 99	3rd Party Access- IPSEC Tunnel-5 Mbs
OPC	33255	Mar-11	Disconnected April 11	ARCC	5732 Pacific Center Blvd Site 99	3rd Party Access- IPSEC Tunnel-5 Mbs